

County of San Diego
Retitled: March 28, 1997
Reviewed: Spring 2003

MANAGED CARE PROGRAM MANAGER
SENIOR MANAGED CARE PROGRAM MANAGER

Class No. 004780
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DEFINITION:

To perform managed care delivery program design, negotiation, coordination, review, evaluation, and implementation; to perform management work related to collaborative county-wide, community public/private health programs; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

Managed Care Program Manager is a professional manager class series allocated only to the Health and Human Services Agency (HHSA), responsible for performing administrative and technical support in the design, negotiation, oversight, evaluation and implementation of programs involving county-wide managed care health services involving public/private collaboration. Under the direction of the Deputy Director or Assistant Deputy Director, Community Health these classes work to ensure that health care services and programs provided by private and public entities are collaborative, coordinated and fiscally harmonized with Federal, State and local legal and policy elements. This class series differs from the Community Health Program Specialist, Analyst and Administrative Assistant class series by its responsibility for countywide managed care health program and contract negotiation, management analysis, and related technical support services to the highest levels of health organizations, corporations, executive and elected county government.

Managed Care Program Manager:

This is the entry and journey level class in the series. Under general supervision, incumbents independently analyze fiscal, budget, program and organizational issues for multiple, countywide managed care health programs and services provided through public/private collaboration and private management.

Senior Managed Care Program Manager:

This is the highest and lead worker level class in the series. Under direction, Senior Managed Care Program Managers provide administrative and technical support for the largest and most difficult contract negotiations and program design, oversight, implementation and evaluation. Incumbents perform one-of-a-kind assignments that are difficult, politically sensitive and time sensitive. This class is responsible for providing technical guidance and training to lower class incumbents.

EXAMPLES OF DUTIES:

Works with public and private health/social service providers to design, plan and negotiate managed care health/social service program agreements/contracts; researches and ensures that programs and contracts have necessary legal, political and policy linkage between all appropriate Federal, State and county government levels; prepares complex and specialized reports which include policy, financial and economic analysis; conducts or directs complex studies on the efficacy of regional or large managed care health/social service programs; assists in establishing and implementing organizational policies and procedures for large health delivery programs, such as Medi-Cal managed health operations; assists in monitoring effectiveness of contract provisions, policies and procedures and makes revisions or recommendations for improvement as appropriate; works with community and private providers and assists in the management, direction and coordination of fiscal and analytical operations of programs which may include, but are not limited to, the functions of budgeting, fiscal control, accounting,

purchasing, personnel, grant preparation and analysis, contract administration, capital improvements, and data processing; prepares and/or reviews grant proposals for various health programs and projects; interfaces with governmental agencies and personnel regarding requirements for obtaining funds and monitoring procedures; presents proposals to various boards and commissions in order to gain approval for programs and projects; supervises the preparation of the program budget(s); reviews and analyzes budgets; decides on expenditure requests and budget variances; prepares special financial reports, manuals and instructions; prepares correspondence and/or responds to requests for assistance from local health care organizations, councils and/or committees; prepares and makes technical presentations before committees, boards and the public as requested; provides indirect supervision and coordination to provider program staff; may supervise subordinate program and clerical staff.

Senior Managed Care Program Manager:

All of the duties listed above and: serves as leader on the most complex contract negotiations, program design and financial/fiscal analysis which involve a high level of analysis and regional health care program activity; performs specialized, unique and/or one-of-a-kind, program design, review, financial/fiscal projects, directly for the Director, Deputy Director or department executives, on complex economic, legislative and financial issues which may impact the county's public/private managed health care program, budget or revenues; researches, directs and oversees the establishment of data bases, financial records and other tools/resources for project and/or program use; reviews and comments on proposals, contracts and recommendations going before the Board of Supervisors on behalf of the department and CAO; analyzes contracts and program proposals for cost and effectiveness and provides alternative perspectives towards resolution of issues; may perform economic forecasting and formulates alternative policy/procedure to solve anticipated problems .

MINIMUM QUALIFICATIONS:

Knowledge Level: T = Thorough; G = General; -- = Not Applicable

Classification Level: MC = Managed Care Program Manager
 SMC = Senior Managed Care Program Manager

<u>MC</u>	<u>SMC</u>	
T	T	Contract development, management and administration.
T	T	Data Collection, analysis and display techniques.
T	T	Grant preparation.
T	T	Statistical analysis including cost/benefit and reliability analysis.
T	T	Principles of program budgeting fiscal management techniques.
T	T	Management principles and current practices of program administration in the health care field.
T	T	Principles of supervision and training.
G	T	Federal, state and local managed health care systems, programs and legislation.
G	T	Principles of public finance, fiscal policy and public administration.
G	T	County budget process, policies and procedures.
G	T	Legislative processes of the state and federal budgets.
G	T	Principles and techniques for conducting organizational analyses, management audits, review and studies.
G	T	Principles and practices of managed care.
G	T	Methods and techniques of organizational development and analysis.
G	G	Principles of basic accounting and purchasing administration.
G	G	The General Management System in principle and in practice.

Skills and Abilities to:

The following apply to both classes:

- Direct, manage and oversee the development and implementation of cooperative public/private health care programs/systems.
- Prepare, analyze and monitor health programs, contracts, legislation and technical reports.
- Perform mathematical calculations, analyze and interpret statistical data.
- Identify legal, policy, service and fiscal problems, evaluate alternatives, recommend and implement solutions.
- Perform organizational and legislative analysis in the health services area.
- Utilize computer application programs and/or databases to prepare ad hoc statistical and written reports.
- Prepare analytical reports, instructional materials and memoranda for executive/public presentations.
- Learn the organization and operations of public and private health/social service providers in the San Diego region.
- Estimate cost, grant and revenue proposals.
- Review budget status reports and documents to recommend budget balancing measures and program modifications
- Communicate effectively in both oral and written form.
- Establish and maintain effective working relations with those contacted during the course of work.
- Meet deadlines and complete work thoroughly.
- Provide effective indirect supervision, training, coordination and direction to employees of collaborating companies, agencies or contractors.

Senior managed Care Program Manager (in addition to the above):

- Train and review the work of subordinate professional and clerical staff.
- Prepare, analyze and monitor programs and proposals for large complex managed care health/social service programs.
- Estimate revenues and costs for major program proposals.
- Provide effective team leadership on special projects to subordinates.
- Formulate new methods, procedures or policies to enhance and coordinate program and design oversight and administration.
- Research, recommend and/or develop solutions on the most complex, sensitive county community health/social service problems.

EDUCATION/EXPERIENCE:

Education, training and/or experience that clearly demonstrates possession of the knowledge, skills and abilities stated above. Examples of qualifying education/experience are: a bachelor's degree from an accredited college or university in business administration, health science, economics, finance, accounting or a related field, AND:

Managed Care Program Manager:

1. Two (2) years of experience as a Community Health Program Specialist or Principal Administrative Analyst in the County of San Diego, or equivalent professional experience, performing analytical work which included major responsibility for program administration, budget preparation, coordination, monitoring, contract or grant administration; OR,
2. Five (5) years of experience as an Analyst III/Administrative Assistant III in the County of San Diego, or equivalent professional experience, performing administrative and analytical work which included major responsibility for program administration, budget preparation, coordination, monitoring, contract or grant administration.

Senior Managed Care Program Manager:

1. Two (2) years of experience as a Managed Care Program Manager, or equivalent class, in the County of San Diego; OR,

2. Seven (7) years of professional experience, performing administrative and analytical work involving major responsibility for program administration, budget preparation, coordination, monitoring, contract or grant administration, which included at least two (2) years of supervisory experience.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve (12) months (Civil Service Rule 4.2.5).

Former title:

Community Health Program Manager
Senior Community Health Program Manager